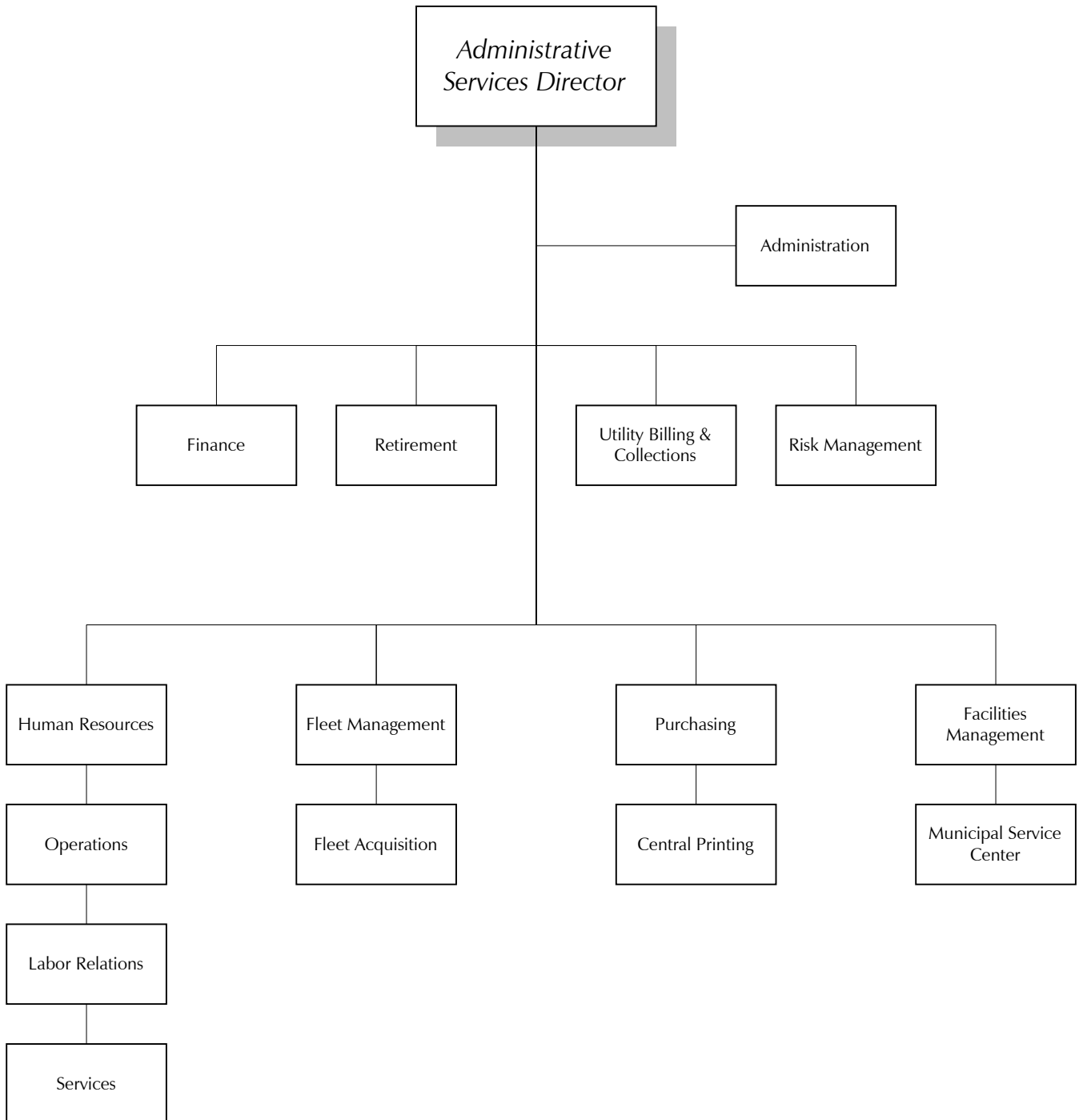


# DEPARTMENT OF ADMINISTRATIVE SERVICES



Admin Services

# DEPARTMENT OF ADMINISTRATIVE SERVICES

## Department Summary

The Department of Administrative Services (DAS) is committed to providing departments quality service, and has remained focused on services that enhance customer service and reliability to our clients. Special care has been taken on keeping costs down while maintaining high service levels, and to carry on our successes in delivering customer service and satisfaction to our department clients and to the citizens of Fresno City.

Our goal is to serve our customers with professional, friendly, and prompt service that meets their expectations. DAS has launched a major effort to improve service to our customers, and enhance customer satisfaction. Each DAS division is committed to insuring that their operation's mission and performance measures are met during FY 02.

DAS is a diverse conglomerate of service providers to the public and other City departments. Under the DAS umbrella are: the Finance Division, Purchasing Division, Utilities Billing & Collection Division, Human Resources Division, Labor Relations Division, Risk Management Division, Retirement Administration, Facilities Management Division, and Fleet Management Division. The DAS Director from within the DAS Administration Division coordinates these many activities.

The Administration Division is entrusted with managing the Department's various divisions. Administration directs, guides, and monitors the success of each division. Staff provides support in the areas of budget, personnel, supervision, and long-range planning. The Administration Division has been very successful in guiding service providers in the direction of improving internal processes.

The primary responsibilities of Human Resources Operations Division are to administer a comprehensive classification system and to provide qualified personnel for the City workforce. Division staff's duties include recruitment of applicants and administration of competitive examinations. The division provides classification studies, job analysis, and salary/benefits studies. The division also prepares many of the responses required after employment complaints are

filed either internally or with external review agencies and provides advise to operating divisions regarding same. Staff assistance is also provided to the Civil Service Board.

An innovation being utilized by the division has been the expanded use of network and internet access for processing internal forms, employment advertising and employment application. The City's internet site has also proven successful in establishing customer satisfaction feedback.

Our goal is to continue to find ways to reduce hiring and employment processing times and to streamline the classification system, while maintaining customer service satisfaction.

The Human Resources Services Division will continue to focus on programs that reduce the frequency and severity of industrial injuries. The Division will continue to provide a number of educational presentations for City Departments aimed at providing greater understanding of the Workers' Compensation claims process, the implementation of early return to work programs, and the City's obligation to comply with various State and Federal statutes through the reasonable accommodation process. The Division will continue to offer related training and support services in such areas as the Federally mandated Drug Testing Program, FMLA/CFRA leave programs, COBRA coverage, and compliance with mandated safety and health standards (CAL/OSHA). The Division will also have considerable interaction in the budget process in terms of recommending adequate reserves for future losses. It is anticipated that the staff will work closely with other divisions to target specific loss prevention issues and monitor the effectiveness of these efforts.

The Labor Relations Division's mission is to assist City departments in maintaining optimal employer-



*Human Resources Testing*

## DEPARTMENT OF ADMINISTRATIVE SERVICES

employee relations within the framework of the Fresno Municipal Code and the Meyers-Milias-Brown Act (MMBA). The division is also responsible for the day to day administration of the City's eleven labor agreements, the negotiation and administration of those agreements, responding to requests to meet and confer, unit determinations, and the resolution of employee grievances. With these responsibilities in mind, the division has conducted training sessions with departmental Labor Relations liaisons. The division has also instituted an early intervention program to assist City departments in the administration of collective bargaining agreements, and the resolution of employee grievances at the earliest possible level. Finally, the division provides daily telephone contact to departments and divisions concerning the appropriate interpretation and application of MOU provisions.

The Risk Management Division will continue the current program of in-house claims adjusting, loss prevention, and risk financing services. Field inspections of City assets, statistical loss summaries, and personal contact with City Departments will continue on an ongoing basis to reduce accidental losses and to preserve existing contingency funds. The Division will also continue with its service to review insurance contracts with outside providers and advise City personnel of developments of the insurance industry.

The Finance Division is the financial heart of City operations. Our mission is to insure the financial integrity of the City by providing high quality, cost effective financial services to our internal and external customers. Areas of responsibility include: maintaining the City's accounting records; reporting financial results to elected officials and the public; issuing City paychecks; paying vendors; collecting City taxes and other receivables; and structuring bond transactions for City projects. Sections responsible for various financial activities and functions include Business Licenses, Accounting, Payroll, and Treasury Section. The Division's top priority will be to deliver on the most cost-effective form of borrowing to construct the Downtown Stadium Project.

The Purchasing Division will continue to streamline purchasing processes and reduce turn-around times, and increase the effectiveness of the Division. The Division is responsible for: timely procurement of

supplies, equipment and services; the bidding of public works projects for the City and the Redevelopment Agency; the administration of the federal Disadvantaged Business Enterprise Program; disposal of surplus City equipment; prompt, convenient and cost effective printing, copying and mail courier service to internal City customers; and citywide acquisition and maintenance of copiers.

The Purchasing Division expects to bid the Surface Water Treatment Facility early in FY 02. This project will push the division's total purchasing/bidding volume to approximately \$135 million. In order to meet this volume, the Division will seek to increase its effectiveness through upgrade of staff skills and training for clients; participation in the Unified Certification Program of the State of California for Disadvantaged Business Enterprises; and staff training in the Central Printing area to increase productivity.

The Utilities Billing and Collections (UB&C) Division serves as a liaison between City utility customers and the Department of Public Utilities (DPU), which provides water, sewer, solid waste, and community sanitation services. The UB&C customer service staff handles customer inquiries about utility bill charges and utility services, processes applications to start and stop utility service, and assists customers in making payment arrangements on delinquent bills. UB&C's customer service information desk has proven to be successful in maintaining high levels of customer satisfaction. UB&C provides full customer service at two public locations to its 120,000 utility customers: at City Hall and the Manchester Center satellite office. Convenient



*UB&C Manchester Center Satellite Office*

credit or debit card payments are welcomed. Customers may also pay current bills at five pay stations throughout the City. The Manchester Center Satellite

## DEPARTMENT OF ADMINISTRATIVE SERVICES

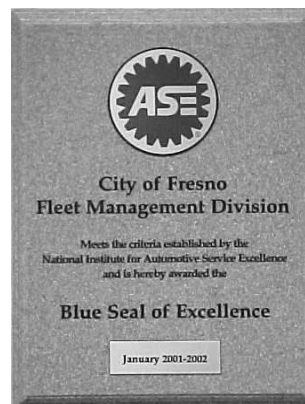
Center has been a great help to the elderly population that resides in that area of town, and for those customers who must rely on the FAX bus system for transportation. UB&C has committed to providing additional customer service through 'high-tech' methods. Electronic bank drafting and accessibility of accounts by the customer via the Internet plans are in the making.

The Facilities Management Division is responsible for providing centralized facilities maintenance, repair and improvement services to departments throughout the City of Fresno. In addition to regular, emergency and preventive maintenance activities, Facilities prepares estimates, conduct inspections and provides project construction and management services. Facilities maintains high levels of customer service with utilization of the MS2000 Work Order and Billing Program. This program provides customers with monthly reports outlining what work has been requested, what has been completed and an accurate itemized costing for the services provided. Liaison meetings with our customer departments have proven to be successful in promoting customer satisfaction. These meetings will continue to be held during FY 02.

The Fleet Management Division is dedicated to providing its customers with a comprehensive fleet management program that responsively fulfills their vehicle and equipment needs through cost-effective services and dedicated personnel. The Division is very committed to fulfilling all customer satisfaction standards. The goals and objectives of the Division include a commitment to market-competitive fleet services, maximized vehicle availability; and maintenance of its achievement of the National Institute for Automotive Service Excellence (ASE) Blue Seal of Excellence Award Recognition. This recognition confirms our status as a provider of high quality automotive repairs.

**Note: The Information Services Department was merged into the Department of Administrative Services (DAS) on May 18, 2001. The action was not part of the FY 02 budget process. However, the result of the decision did impact that process. For purposes of this document, we have left Information Services as a department in order to portray their goals and strategies, which were not the same as those portrayed by DAS. For budget document presentation purposes, the department will be shown as part of DAS commencing with the FY 03 proposed budget.**

**Components from the Nondepartmental Department have been merged into DAS Administration Division in FY 02. This was authorized by Council on June 19, 2001.**



## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Department Appropriation and Position Summary

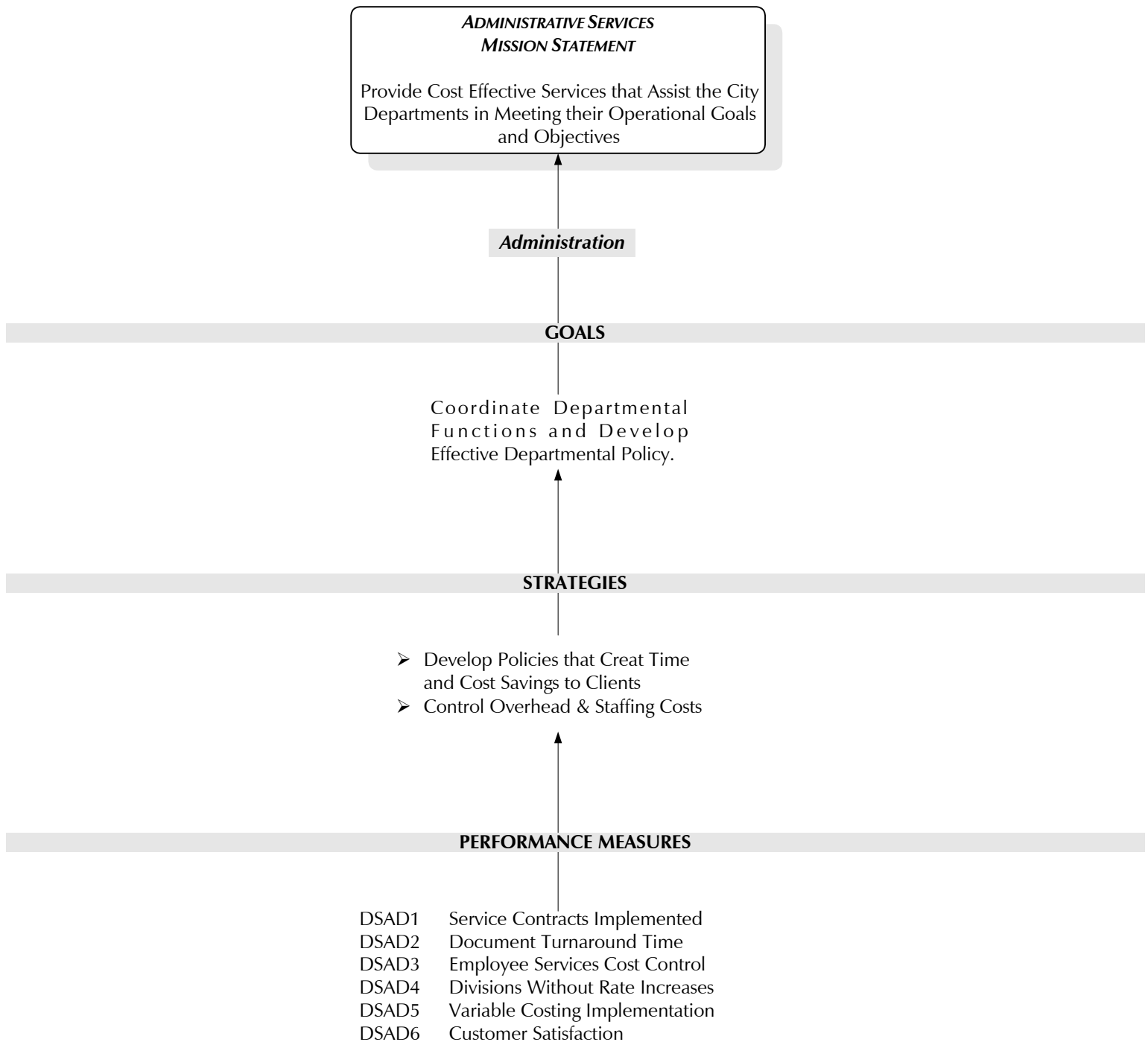
	FY 00 Actuals	FY 01 Amended	FY 02 Adopted
Operating Appropriations	\$ 47,007,800	\$ 55,408,100	\$ 81,235,500
Capital	\$ 50,900	\$ 0	\$ 0
Debt Service	\$ 65,062,800	\$ 67,125,000	\$ 69,689,500
Total FTEs	284.11	287.62	286.46

Admin Services

### Operating Resources

Funding	FY 00 Actuals	FY 01 Amended	FY 02 Adopted	Percent Change
Administration Fund	\$ 320,400	\$ 466,700	\$ 439,700	(5.8)
Human Resources Fund	1,716,200	1,957,000	2,199,700	12.4
Finance Fund	3,767,700	4,000,400	4,444,700	11.1
Retirement Fund	499,000	723,700	702,900	(2.9)
Purchasing Fund	1,181,500	1,346,500	1,395,900	3.7
Facilities Management Fund	7,334,700	6,946,500	5,213,400	(24.8)
Central Services Fund	1,441,400	1,592,600	1,517,500	(4.7)
Utility Billing and Collection Fund	3,740,600	4,411,700	4,453,300	0.9
Fleet Management Fund	11,279,700	13,830,100	14,668,200	6.1
Fleet Replacement and Acquisition Fund	9,899,300	7,333,300	7,965,000	8.6
Municipal Service Center Fund	747,000	1,291,200	1,513,800	17.2
Property and Self-Insurance Fund	5,080,300	11,508,400	12,039,700	4.6
General Fund	0	0	24,681,700	N/A
<b>Total Operating Resources</b>	<b>\$ 47,007,800</b>	<b>\$ 55,408,100</b>	<b>\$ 81,235,500</b>	<b>46.6</b>

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## ADMINISTRATION DIVISION

DAS Administration provides coordination and policy development services to support departmental operations. We strive for customer confidence to ensure customer satisfaction, while placing emphasis on keeping costs down and maintaining high service levels.

**Components from the Nondepartmental Department have been merged into DAS Administration Division in FY 02. This was authorized by Council on June 19, 2001.**

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$320,400	\$466,700	\$26,020,400
Total FTEs	3.37	3.50	3.50

Admin Services

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	FY 01 Estimates	FY 02 Adopted
Document turnaround time	100 percent	100 percent
Employee services cost control	80 percent	80 percent
Divisions without rate increases	75 percent	85 percent
Variable costing implementation	75 percent	90 percent
Customer satisfaction	75 percent	90 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Administration Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 262,600	\$ 272,200	\$ 16,877,200	
Purchased Prof and Tech	5,600	5,700	1,436,700	
Purchased Property Services	0	400	400	
Other Purchased Services	4,800	3,100	2,100	
Supplies	600	1,600	1,700	
Other Objects	1,500	2,200	2,475,600	
Interdepartmental Charges	45,300	156,500	1,628,100	
Contingencies	0	25,000	3,598,600	
<b>Total Division Costs</b>	<b>\$ 320,400</b>	<b>\$ 466,700</b>	<b>\$ 26,020,400</b>	<b>BIG</b>

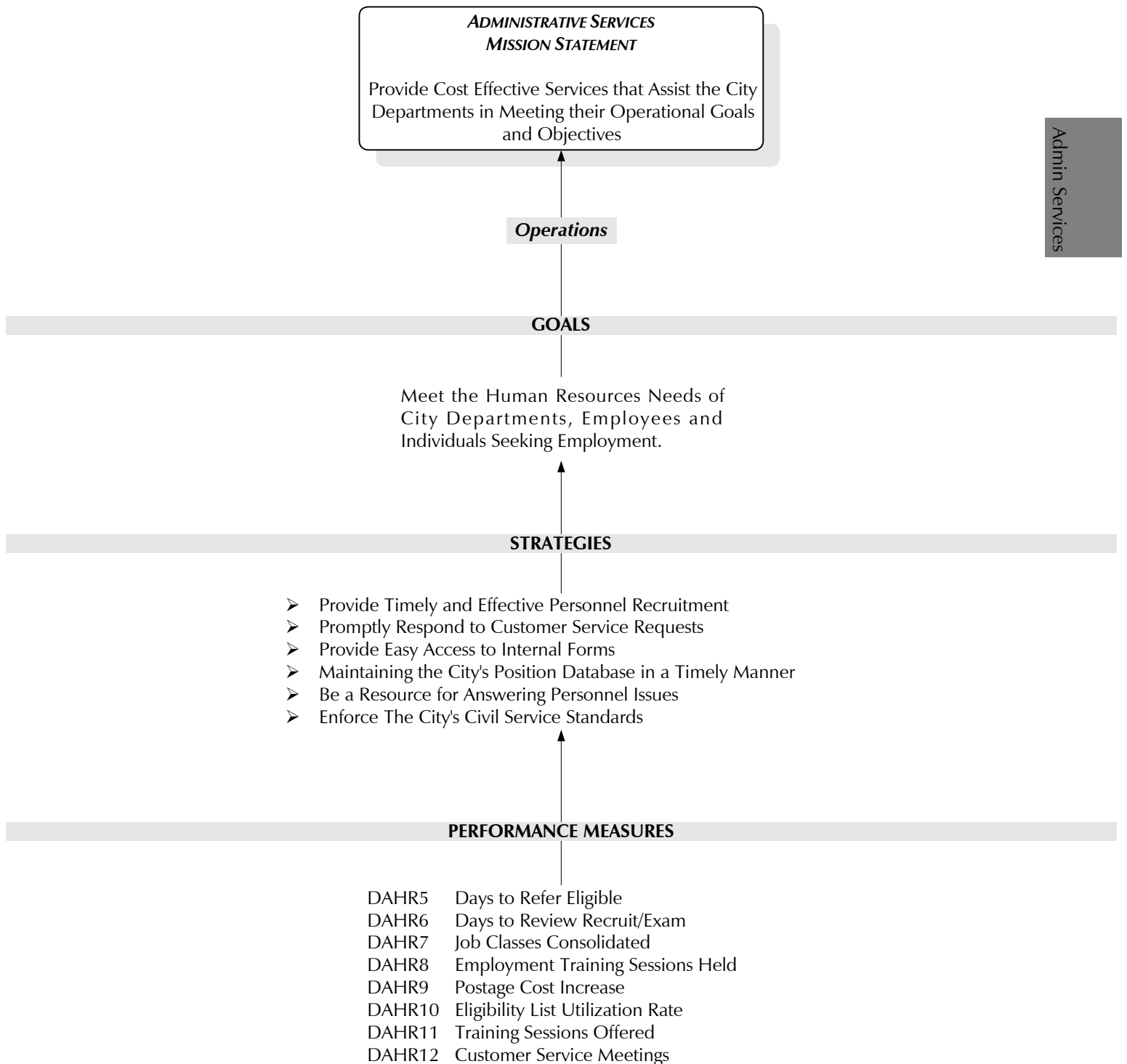
### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

<b>Type</b>	<b>Job Title</b>	<b>FY 01 FTE</b>	<b>FY 02 FTE</b>	<b>Adopted Average</b>
F	Assistant Director of Admin Services	1.00	1.00	\$ 83,500
F	Controller	1.00	1.00	124,500
F	Executive Secretary	1.00	1.00	42,900
F	Staff Assistant	0.50	0.50	36,400
<b>Total Division FTEs</b>		<b>3.50</b>	<b>3.50</b>	



# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## HUMAN RESOURCES OPERATIONS DIVISION

The mission of the Human Resources Operations Division is to provide efficient and effective services which meet the Human Resource needs of our internal customers, City departments and employees, as well as the needs of individuals seeking employment with the City of Fresno.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$1,033,100	\$1,162,300	\$1,295,800
Total FTEs	13.75	14.00	14.00

### Objective

- < Maintain a three working days average to review recruitment request following receipt of initial request
- < Reduce days to refer eligible candidate from active list to three days

### Items Adopted to Enhance/Maintain Objective

- < SIGMA recruitment tracking system upgrade \$ 25,000
- < MicroImaging document archive system 7,500

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Days to review recruit/exam	3	3
Days to refer eligibles	1.5	1.5
Employment training sessions held	2	2
Eligible list utilization	n/a	90 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Human Resources Operations Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

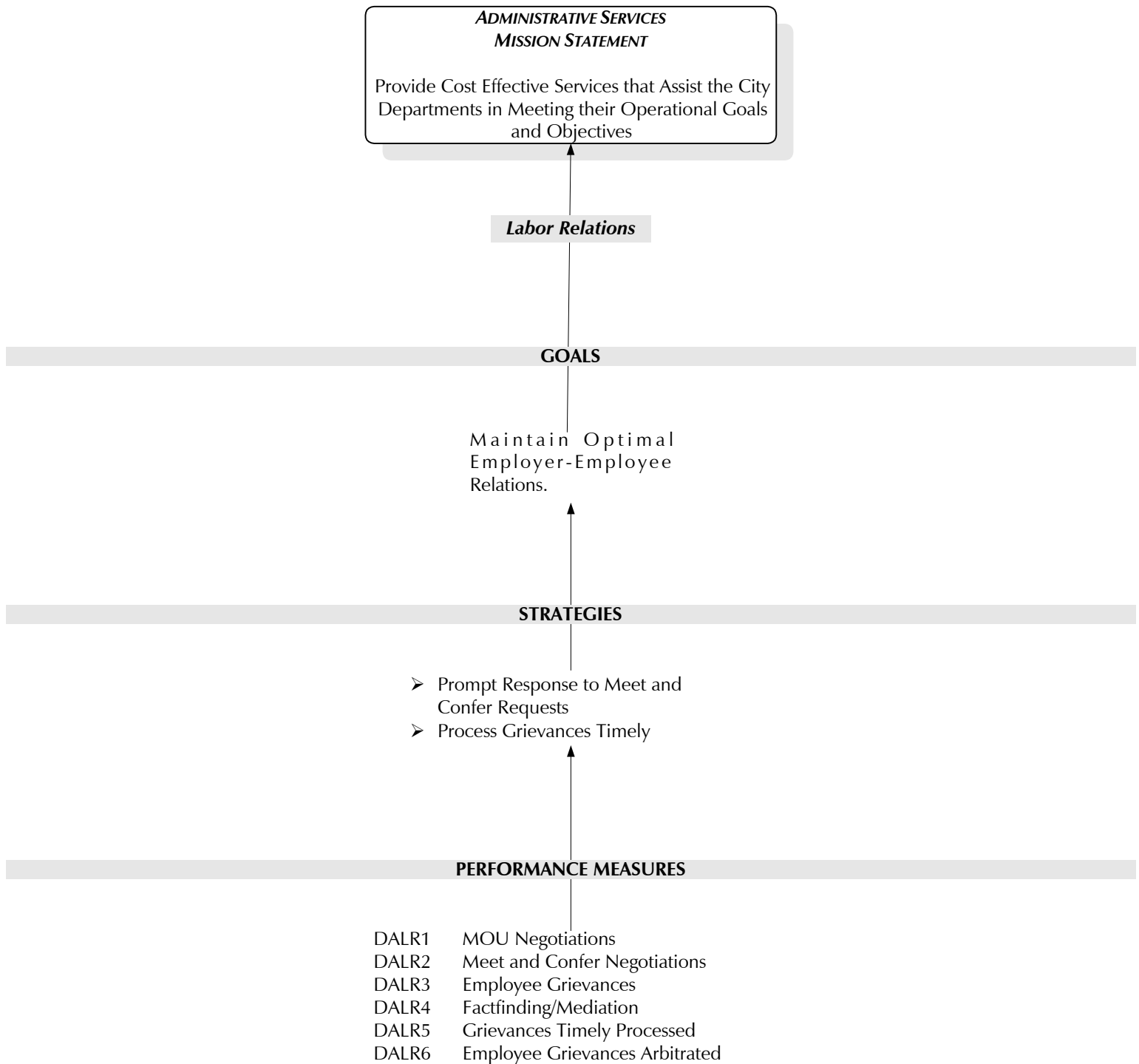
Expenditure Category	FY 00 Actuals	FY 01 Amended	FY 02 Adopted	Percent Change
Employee Services	\$ 694,300	\$ 689,900	\$ 691,300	
Purchased Prof and Tech	29,100	37,100	22,000	
Purchased Property Services	6,100	8,500	8,500	
Other Purchased Services	2,900	15,400	0	
Supplies	7,600	8,400	8,400	
Other Objects	12,800	9,900	9,900	
Interdepartmental Charges	280,300	361,300	430,000	
Contingencies	0	31,800	125,700	
<b>Total Division Costs</b>	<b>\$ 1,033,100</b>	<b>\$ 1,162,300</b>	<b>\$ 1,295,800</b>	<b>11.5</b>

### Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Administrative Clerk II	1.00	1.00	\$ 27,700
F	HR Records Supervisor	1.00	1.00	51,700
F	Human Resources Analyst	4.00	4.00	43,900
F	Human Resources Manager	1.00	1.00	69,600
F	Human Resources Technician	2.00	2.00	33,700
F	Principal Account Clerk	1.00	1.00	34,800
F	Senior Administrative Clerk	2.00	2.00	30,500
F	Senior HR/Risk Analyst	2.00	2.00	57,200
<b>Total Division FTEs</b>		<b>14.00</b>	<b>14.00</b>	

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## LABOR RELATIONS DIVISION

The mission of the Labor Relations Division is to assist City departments in maintaining optimal employer-employee relations within the framework of the Fresno Municipal Code and the Meyers-Milias-Brown Act (MMBA).

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$296,800	\$392,200	\$455,400
Total FTEs	3.00	3.00	3.75

Admin Services

### Objective

< Maintain processing of employee grievances in a timely manner

### Items Adopted to Enhance/Maintain Objective

< Labor Relations Specialist position	\$ 30,228
< Office supplies	200
< Computer and printer	3,000
< Telephone	800
< Employee/Visitor parking pass	100

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Grievances timely processed	60	70
MOU negotiations	5	5
Meet and confer negotiations	109	75
Employee grievances	60	70
Employee grievances arbitrated	3	3

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Labor Relations Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

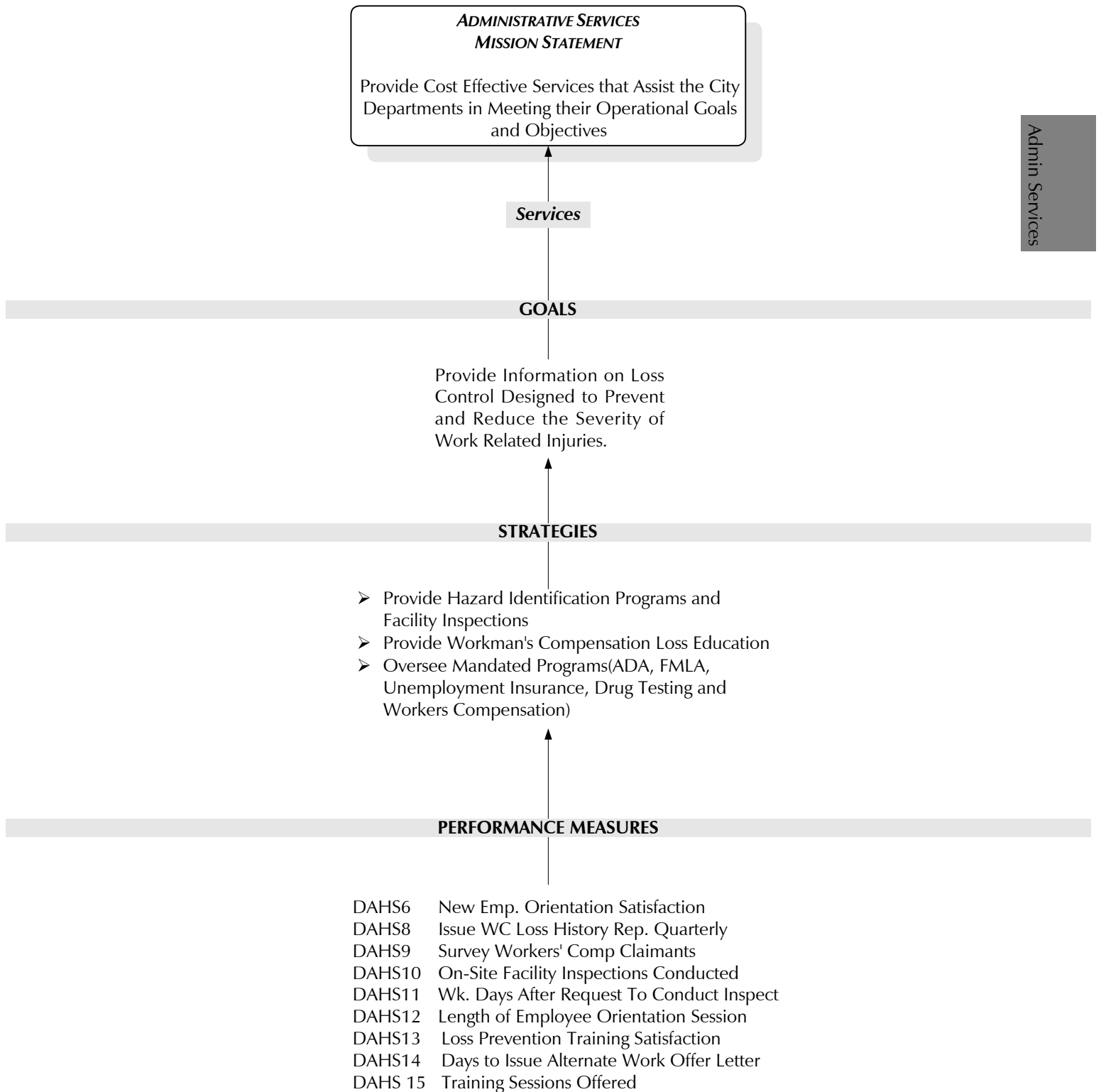
<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 211,200	\$ 218,400	\$ 235,500	
Purchased Prof and Tech	900	60,000	60,000	
Purchased Property Services	0	100	100	
Other Purchased Services	1,100	2,400	2,400	
Supplies	900	1,200	1,400	
Other Objects	300	1,100	1,100	
Interdepartmental Charges	82,400	109,000	105,300	
Contingencies	0	0	49,600	
<b>Total Division Costs</b>	<b>\$ 296,800</b>	<b>\$ 392,200</b>	<b>\$ 455,400</b>	<b>16.1</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

<b>Type</b>	<b>Job Title</b>	<b>FY 01 FTE</b>	<b>FY 02 FTE</b>	<b>Adopted Average</b>
F	Labor Relations Manager	1.00	1.00	\$ 83,100
F	Labor Relations Secretary	1.00	1.00	37,400
F	Labor Relations Specialist	0.00	0.75	33,800
F	Senior HR/Risk Analyst	1.00	1.00	60,400
<b>Total Division FTEs</b>		<b>3.00</b>	<b>3.75</b>	

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## HUMAN RESOURCES SERVICES DIVISION

The Human Resources Division's mission is to find and disseminate information on loss control activities designed to both prevent and reduce the severity of work related injuries to City employees.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$386,300	\$402,500	\$448,500
Total FTEs	4.70	4.95	4.95

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	FY 01 Estimates	FY 02 Adopted
New employee orientation satisfaction	90 percent	85 percent
On-site facility inspections conducted	4	4
Days after request to conduct inspections	5	5
Training sessions offered	n/a	12



## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Human Resources Services Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

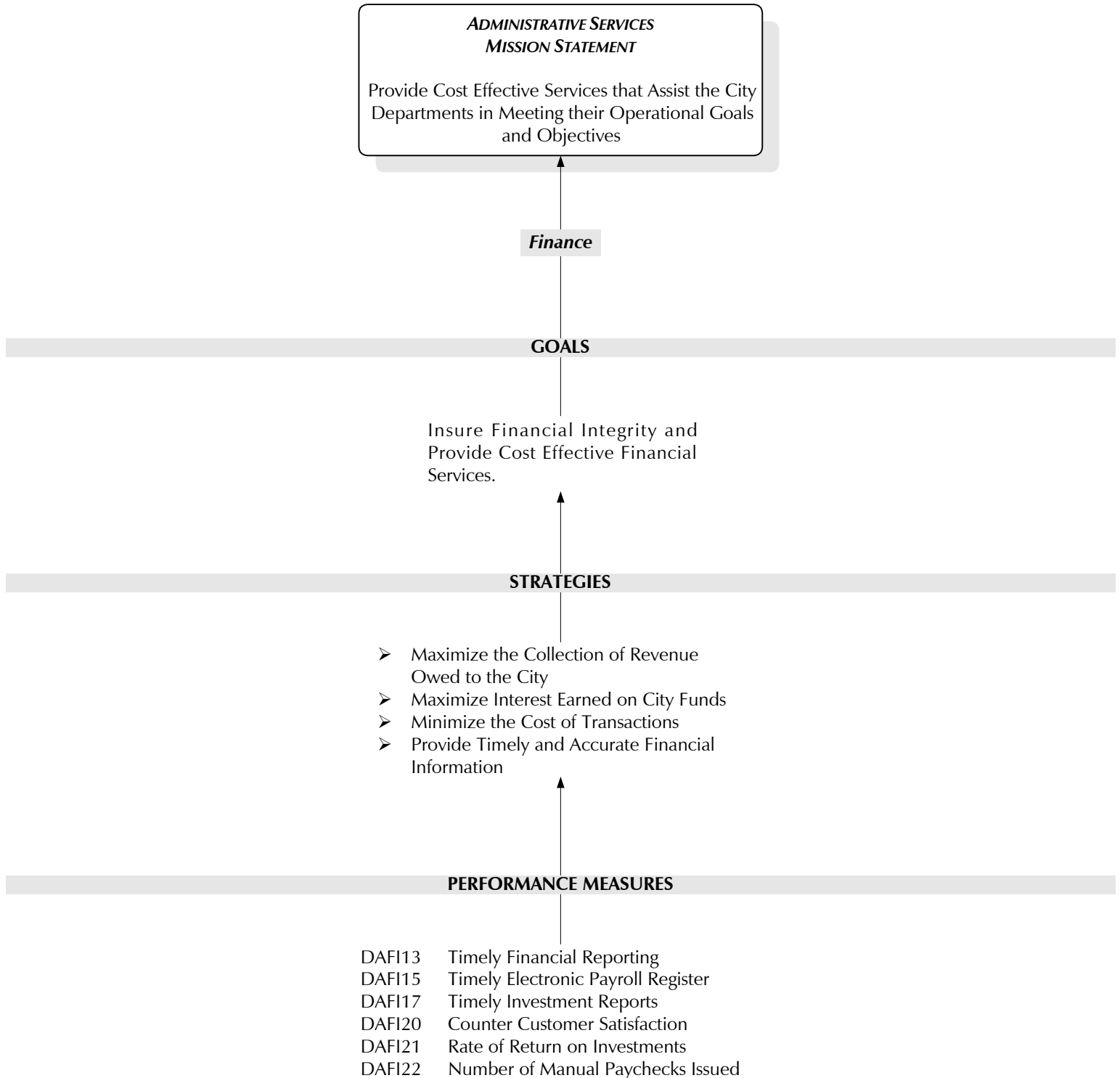
Expenditure Category	FY 00 Actuals	FY 01 Amended	FY 02 Adopted	Percent Change
Employee Services	\$ 231,100	\$ 260,800	\$ 252,600	
Purchased Prof and Tech	42,400	25,000	24,400	
Purchased Property Services	100	100	100	
Other Purchased Services	8,000	4,900	4,900	
Supplies	2,000	1,100	1,100	
Other Objects	500	500	500	
Interdepartmental Charges	102,200	100,100	96,200	
Contingencies	0	10,000	68,700	
<b>Total Division Costs</b>	<b>\$ 386,300</b>	<b>\$ 402,500</b>	<b>\$ 448,500</b>	<b>11.4</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Human Resources Analyst	2.00	2.00	\$ 45,000
F	Risk/Safety Manager	0.25	0.25	74,400
F	Secretary	1.00	1.00	29,100
F	Senior Administrative Clerk	1.00	1.00	26,400
F	Senior HR/Risk Analyst	0.70	0.70	56,400
<b>Total Division FTEs</b>		<b>4.95</b>	<b>4.95</b>	

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## FINANCE DIVISION

The Finance Division's mission is to ensure the financial integrity of the City by providing high-quality, cost-effective financial services to our internal and external customers.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$3,767,700	\$4,000,400	\$4,444,700
Total FTEs	55.67	56.17	52.76

Admin Services

### Objective

< Maintain ten working day turnaround on the issuance of month end financial reports

### Items Adopted to Enhance/Maintain Objective

< Convert temporary staff to a permanent Senior Administrative Clerk position \$ 0

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Monthly financial reports issued 10 working days after month end	90 percent	90 percent
Timely electronic payroll register	90 percent	90 percent
Timely investment reports	90 percent	90 percent
Counter customer satisfaction	n/a	75 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Finance Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 2,348,900	\$ 2,307,900	\$ 2,448,800	
Purchased Prof and Tech	297,600	318,800	318,800	
Purchased Property Services	3,000	1,500	1,500	
Other Purchased Services	42,800	99,000	63,900	
Supplies	51,900	67,200	67,100	
Property	14,300	0	0	
Other Objects	17,800	11,900	11,900	
Interdepartmental Charges	991,400	1,033,700	1,084,700	
Contingencies	0	160,400	448,000	
<b>Total Division Costs</b>	<b>\$ 3,767,700</b>	<b>\$ 4,000,400</b>	<b>\$ 4,444,700</b>	<b>11.1</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

<b>Type</b>	<b>Job Title</b>	<b>FY 01 FTE</b>	<b>FY 02 FTE</b>	<b>Adopted Average</b>
F	Account Clerk II	5.00	5.00	\$ 28,700
F	Accountant-Auditor II	11.00	11.00	44,500
F	Accounting Technician	7.00	7.00	33,200
F	Assistant Controller	1.00	1.00	88,500
F	Customer Services Clerk II	7.00	7.00	29,600
F	License Representative	3.00	3.00	38,200
F	Management Analyst III	1.00	1.00	57,000
F	Principal Account Clerk	1.00	1.00	36,500
F	Principal Accountant	2.00	2.00	64,600
F	Revenue Supervisor	1.00	1.00	47,300
F	Senior Account Clerk	1.00	1.00	33,100
F	Senior Accountant-Auditor	5.00	5.00	53,200

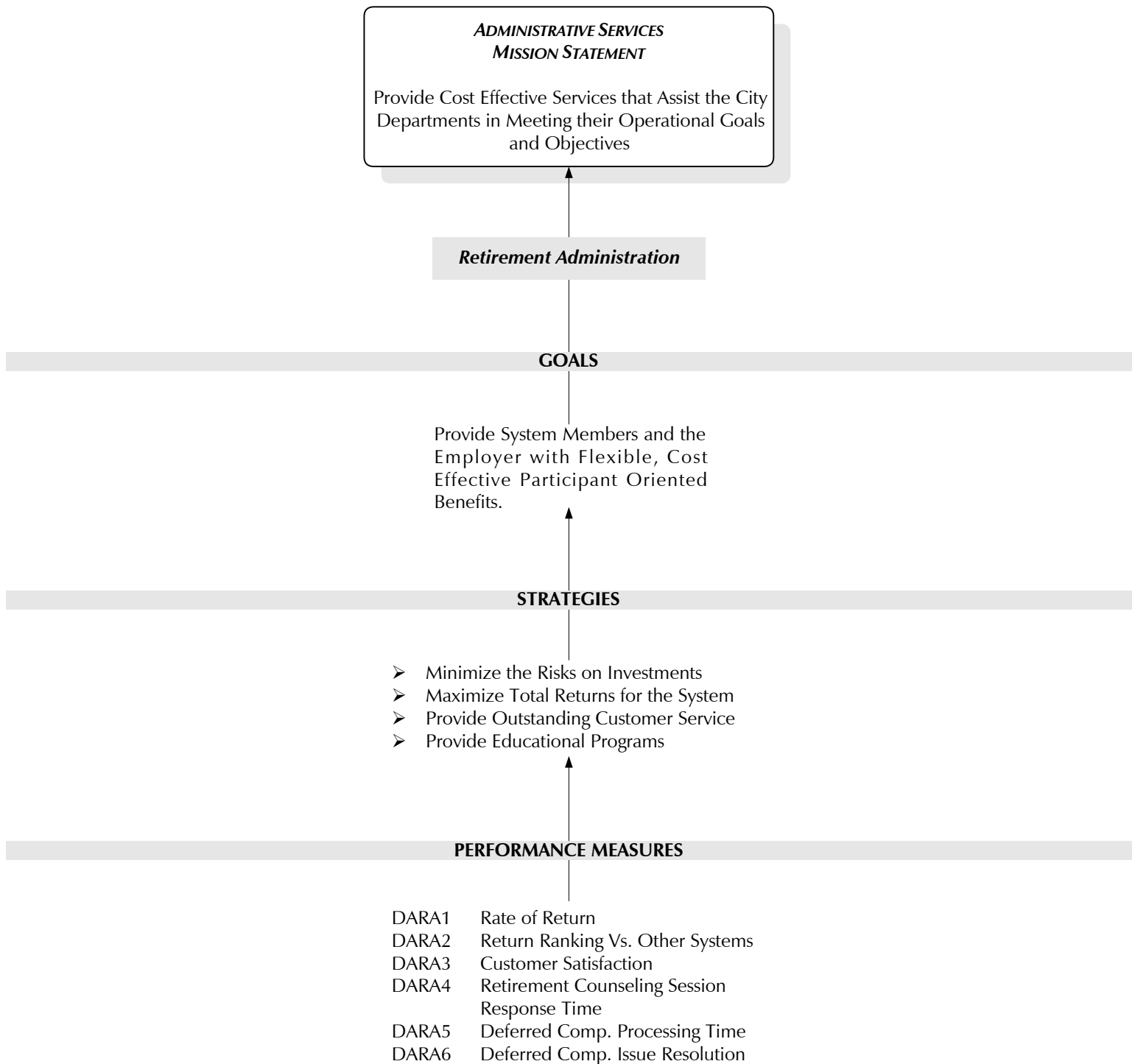
## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Finance Division Staffing and Costing (continued)

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Senior Administrative Clerk	0.00	0.75	26,400
F	Senior Customer Services Clerk	3.00	3.00	33,100
F	Senior Secretary	1.00	1.00	35,400
F	Treasury Officer	1.00	1.00	66,100
P	Administrative Clerk II	0.65	0.65	27,700
T	Accountant-Auditor II	3.48	0.00	0
T	Senior Account Clerk	0.57	0.00	0
T	Senior Accountant-Auditor	0.11	0.00	0
T	Student Aide II	1.36	1.36	14,500
Total Division FTEs		56.17	52.76	

Admin Services

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## RETIREMENT DIVISION

The Retirement Division's mission is to provide system members and the employer with flexible, cost-effective, participant-oriented benefits through prudent investment management and superior member services.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$499,000	\$723,700	\$702,900
Total FTEs	9.00	10.00	10.00

Admin Services

### Objective

< To maintain 100 percent customer satisfaction rating

### Items Adopted to Enhance/Maintain Objective

< Convert Investment Officer position to Assistant Retirement Administrator \$ 0

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Rate of return	6 percent	5 percent
Return ranking vs. other systems	85 percentile	75 percentile
Customer satisfaction	100 percent	100 percent
Retirement counseling session response time	4 days	2 days
Deferred compensation processing time	2 days	2 days

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Retirement Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 349,500	\$ 491,200	\$ 479,500	
Purchased Prof and Tech	600	1,800	1,800	
Other Purchased Services	12,700	13,400	18,800	
Supplies	4,100	19,600	10,200	
Other Objects	1,300	900	900	
Interdepartmental Charges	130,800	116,200	122,300	
Contingencies	0	80,600	69,400	
<b>Total Division Costs</b>	<b>\$ 499,000</b>	<b>\$ 723,700</b>	<b>\$ 702,900</b>	<b>(2.9)</b>

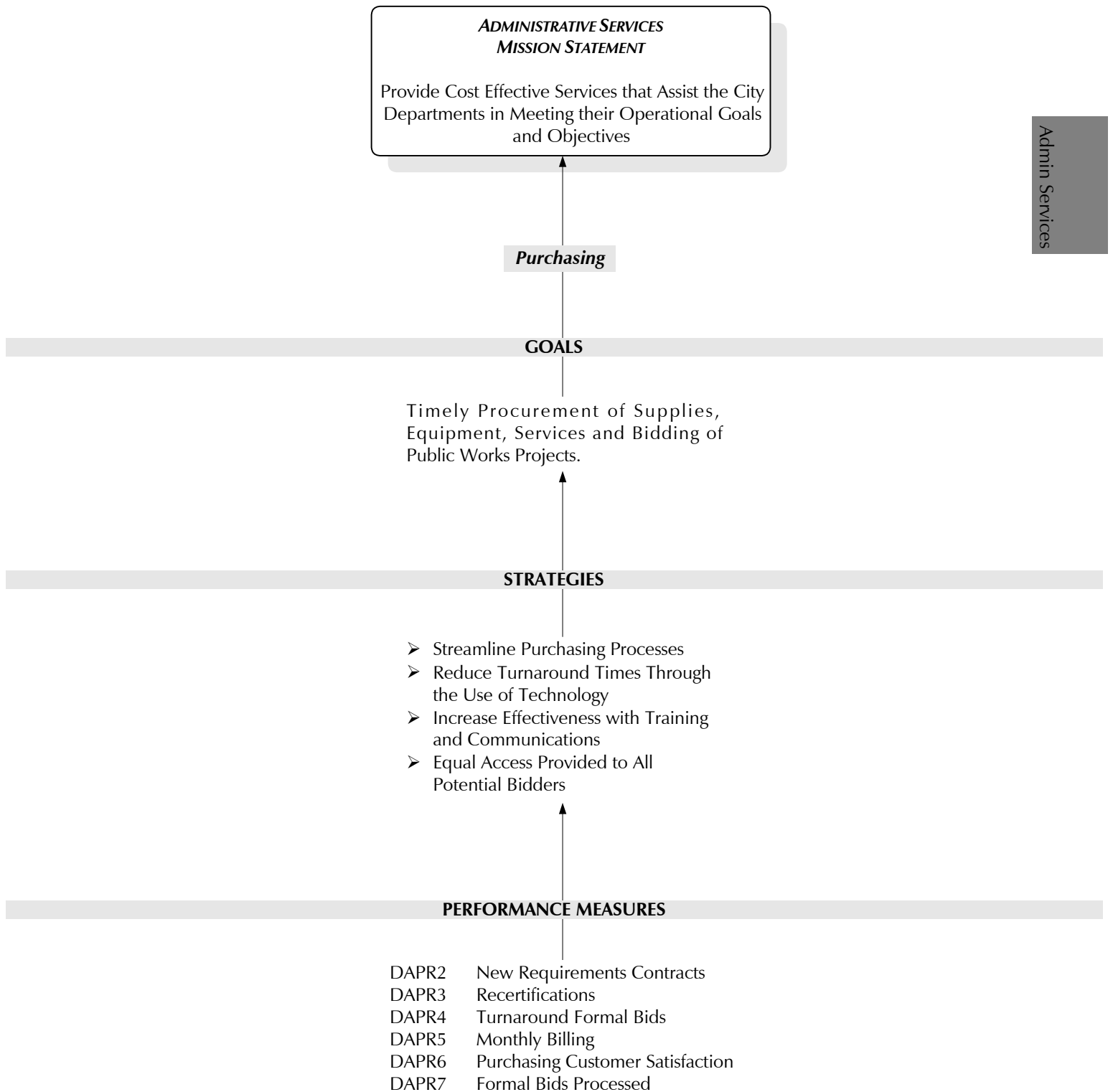
### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

<b>Type</b>	<b>Job Title</b>	<b>FY 01 FTE</b>	<b>FY 02 FTE</b>	<b>Adopted Average</b>
F	Accountant-Auditor II	1.00	1.00	\$ 48,300
F	Accounting Technician	3.00	3.00	33,200
F	Asst Retirement Administrator	0.00	1.00	57,100
F	Executive Secretary	1.00	1.00	42,900
F	Investment Officer	1.00	0.00	0
F	Retirement Administrator	1.00	1.00	84,500
F	Senior Accountant-Auditor	1.00	1.00	54,700
T	Senior Administrative Clerk	2.00	2.00	25,100
<b>Total Division FTEs</b>		<b>10.00</b>	<b>10.00</b>	



# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## PURCHASING DIVISION

The Purchasing Division is responsible for the timely procurement of supplies, equipment and services and the bidding of public works projects.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$1,181,500	\$1,346,500	\$1,395,900
Total FTEs	17.20	17.20	17.95

### Objective

< Achieve 75 percent customer satisfaction rating

< Increase the number of DBE recertifications

< Process all formal bids presented to the division in FY 02

### Items Adopted to Enhance/Maintain Objective

< Supervising Buyer position	\$ 62,082
< Convert Accounting Technician to Staff Assistant position	(100)
< Convert Secretary to Senior Secretary position	4,000
< Computer	2,600
< Telephone	600
< Office Supplies	100
< Office Furniture	1,500
< Training	800
< Training	2,800
< Advertising	1,400

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Purchasing customer satisfaction	n/a	75 percent
Number of recertifications	70	70
Days to turnaround formal bids	11 days	6 days
Number of formal bids processed	n/a	90

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Purchasing Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

Expenditure Category	FY 00 Actuals	FY 01 Amended	FY 02 Adopted	Percent Change
Employee Services	\$ 830,800	\$ 951,200	\$ 866,100	
Purchased Prof and Tech	18,400	16,600	18,000	
Purchased Property Services	600	500	500	
Other Purchased Services	2,700	3,800	6,000	
Supplies	22,000	11,400	11,500	
Property	500	1,900	1,500	
Other Objects	2,700	2,400	3,700	
Interdepartmental Charges	303,800	289,200	300,500	
Contingencies	0	69,500	188,100	
<b>Total Division Costs</b>	<b>\$ 1,181,500</b>	<b>\$ 1,346,500</b>	<b>\$ 1,395,900</b>	<b>3.7</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

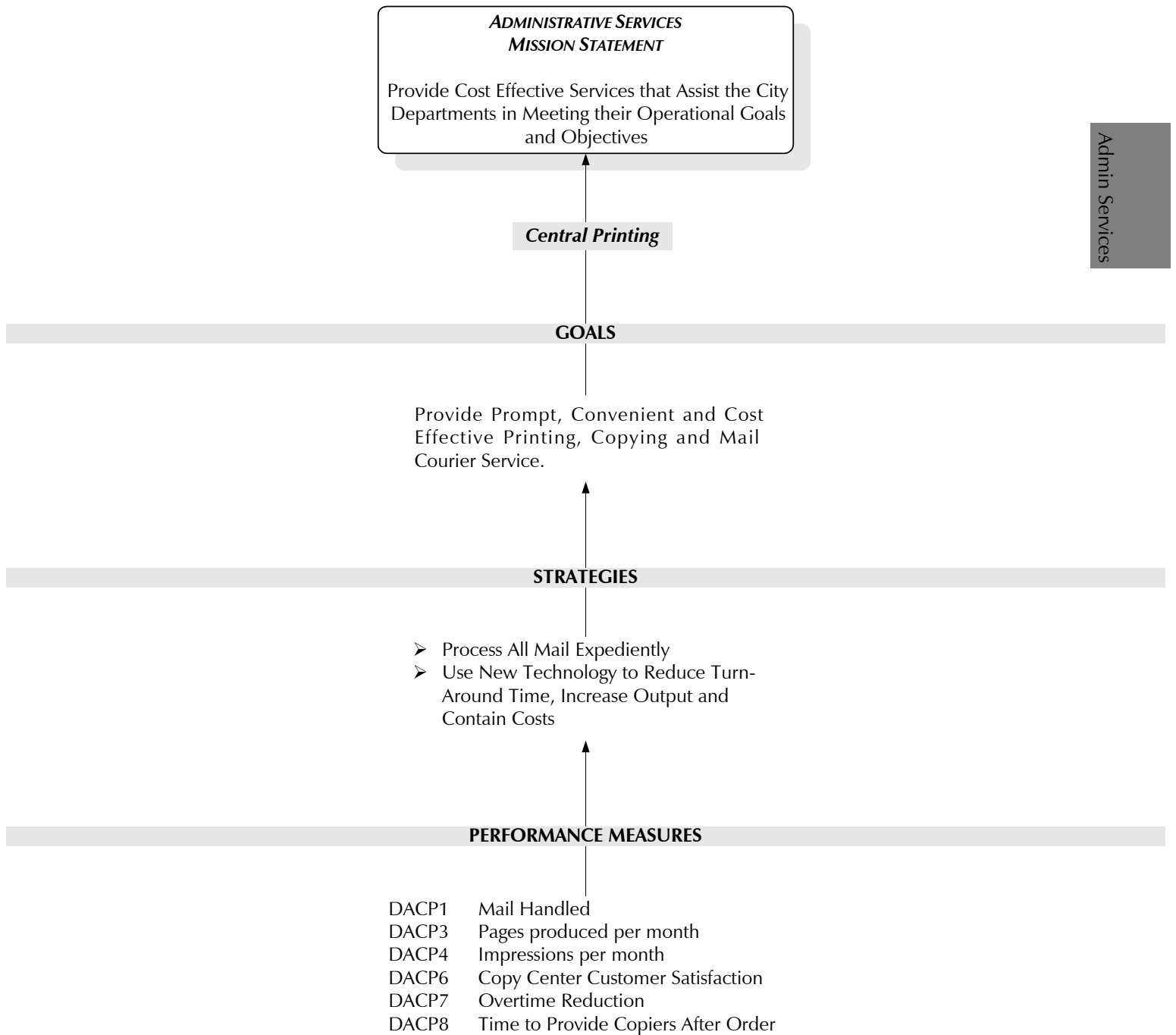
Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Accounting Technician	1.00	0.00	\$ 0
F	Administrative Clerk II	1.00	1.00	22,800
F	Buyer II	4.00	4.00	45,900
F	DBE/Small Business Coordinator	1.00	1.00	56,800
F	Purchasing Manager	0.95	0.95	78,400
F	Secretary	1.00	0.00	0
F	Senior Account Clerk	0.15	0.15	31,600
F	Senior Administrative Clerk	2.00	2.00	30,500
F	Senior Buyer	3.00	3.00	52,400
F	Senior Secretary	0.00	1.00	33,700
F	Staff Assistant	1.00	2.00	31,500

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Purchasing Division Staffing and Costing (continued)

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Supervising Buyer	1.00	1.75	54,800
T	Account Clerk II	0.33	0.33	24,700
T	Student Aide II	0.77	0.77	14,500
Total Division FTEs		17.20	17.95	

# DEPARTMENT OF ADMINISTRATIVE SERVICES



## DEPARTMENT OF ADMINISTRATIVE SERVICES

### CENTRAL PRINTING DIVISION

The Central Printing Division provides prompt, convenient, and cost effective printing, copying, and mail courier service to all internal City customers.

#### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$1,441,400	\$1,592,600	\$1,517,500
Total FTEs	8.90	8.90	8.90

#### Objective

< Produce 450,000 pages per month in the Copy Center and 520,000 impressions in the Print Shop

#### Items Adopted to Enhance/Maintain Objective

< Paper inventory \$ 10,400

#### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Pages produced per month	450,000	450,000
Impressions per month	520,000	520,000
Pieces of mail handled	2,200,000	675,000
Copy center customer satisfaction	n/a	85 percent
Time to provide copy machines after request	n/a	30 days

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Central Printing Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

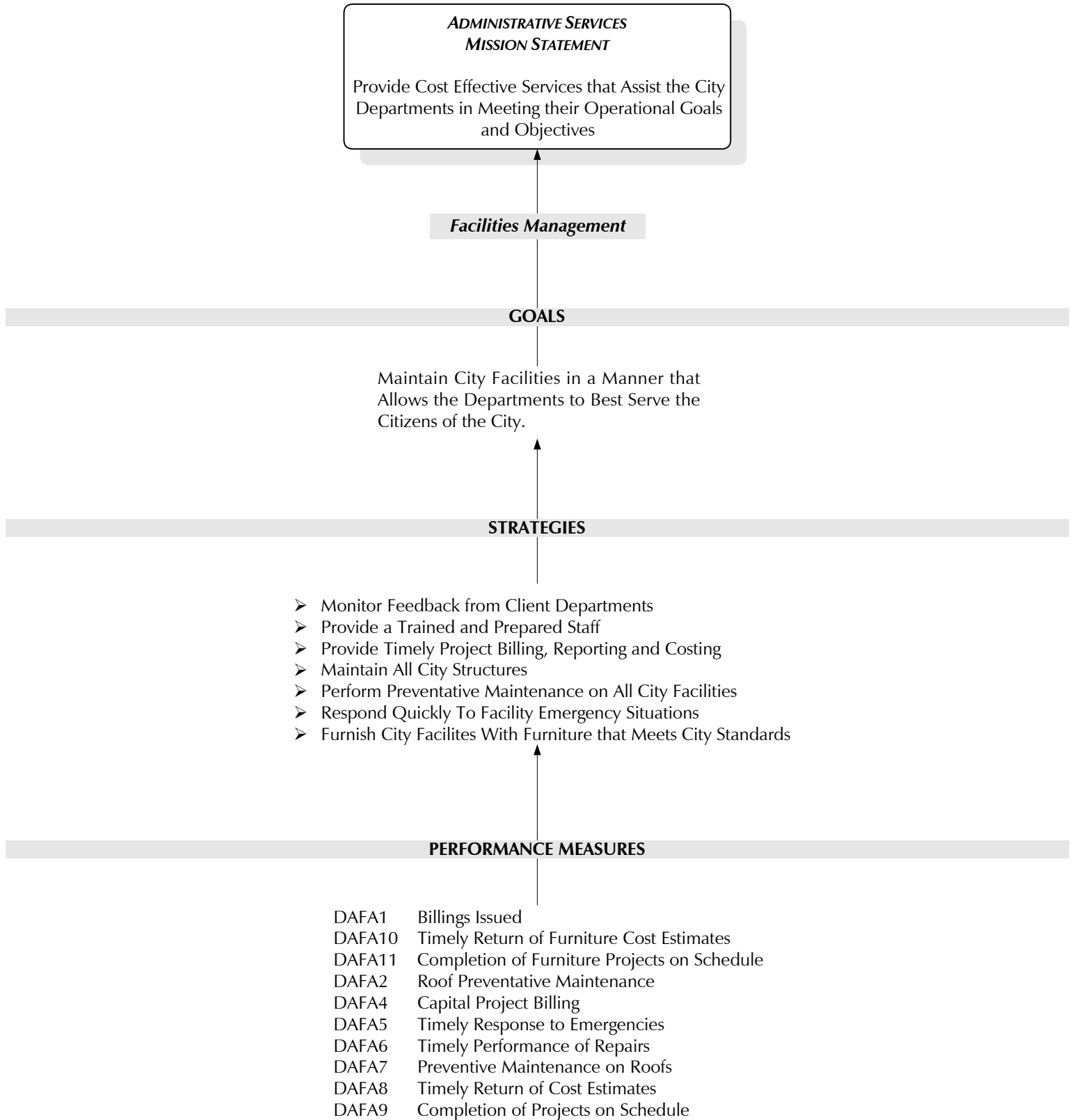
Expenditure Category	FY 00 Actuals	FY 01 Amended	FY 02 Adopted	Percent Change
Employee Services	\$ 395,700	\$ 392,000	\$ 397,800	
Purchased Prof and Tech	7,000	15,800	15,800	
Purchased Property Services	196,200	217,400	217,400	
Other Purchased Services	25,100	42,400	42,400	
Supplies	400,300	382,100	396,700	
Property	179,200	201,500	115,200	
Other Objects	0	400	400	
Interdepartmental Charges	237,900	242,300	133,700	
Contingencies	0	98,700	198,100	
<b>Total Division Costs</b>	<b>\$ 1,441,400</b>	<b>\$ 1,592,600</b>	<b>\$ 1,517,500</b>	<b>(4.7)</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Central Printing Clerk	1.00	1.00	\$ 23,900
F	Central Printing Supervisor	1.00	1.00	47,800
F	Central Printing Technician	1.00	1.00	31,300
F	Maintenance & Service Worker	1.00	1.00	26,200
F	Offset Equipment Operator	3.00	3.00	32,800
F	Purchasing Manager	0.05	0.05	78,400
F	Senior Account Clerk	0.85	0.85	31,600
F	Senior Offset Equip Operator	1.00	1.00	36,200
<b>Total Division FTEs</b>		<b>8.90</b>	<b>8.90</b>	

# DEPARTMENT OF ADMINISTRATIVE SERVICES





# DEPARTMENT OF ADMINISTRATIVE SERVICES

## FACILITIES MANAGEMENT DIVISION

The mission of the Facilities Management Division is to assure that City facilities are maintained in a manner that allows the customer departments to best serve the citizens of the City of Fresno.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$7,334,700	\$6,946,500	\$5,213,400
Total FTEs	28.57	29.59	29.59

Admin Services

### Objective

< Reduce the time required to perform facilities repairs to 1.5 days

### Items Adopted to Enhance/Maintain Objective

< Convert temporary Laborer position \$ 3,500 to a permanent Laborer

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Days to perform repairs	2	1.5
Hours to respond to facility emergencies	2	2
Number of roof preventative maintenance jobs	90	115
Completion of facilities projects on schedule	100 percent	100 percent
Completion of furniture projects on schedule	95 percent	95 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Facilities Management Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 1,907,500	\$ 1,727,600	\$ 1,638,100	
Purchased Prof and Tech	909,800	868,500	868,500	
Purchased Property Services	1,870,100	1,586,100	1,761,100	
Other Purchased Services	5,700	11,000	10,800	
Supplies	111,000	108,800	108,800	
Property	1,449,800	1,219,900	41,600	
Other Objects	505,700	536,900	1,400	
Interdepartmental Charges	575,100	587,700	182,700	
Contingencies	0	300,000	600,400	
<b>Total Division Costs</b>	<b>\$ 7,334,700</b>	<b>\$ 6,946,500</b>	<b>\$ 5,213,400</b>	<b>(24.9)</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

<b>Type</b>	<b>Job Title</b>	<b>FY 01 FTE</b>	<b>FY 02 FTE</b>	<b>Adopted Average</b>
F	Air Conditioning Mechanic	3.00	3.00	\$ 58,500
F	Building Services Supervisor	1.00	1.00	50,400
F	Electrician	6.00	6.00	52,900
F	Electrician Supervisor I	1.00	1.00	64,400
F	Facilities Const Specialist	1.00	1.00	50,400
F	Facilities Maintenance Supervisor	1.00	1.00	51,100
F	Facilities Manager	1.00	1.00	72,600
F	Laborer	0.00	0.75	24,600
F	Locksmith	1.00	1.00	31,800
F	Maintenance Carpenter II	1.00	1.00	44,700
F	Painter	2.00	2.00	46,500
F	Principal Account Clerk	1.00	1.00	36,500

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Facilities Management Division Staffing and Costing (continued)

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Property Maintenance Leadworker	2.00	2.00	39,700
F	Property Maintenance Worker II	3.00	3.00	36,800
F	Roofer	1.00	1.00	30,300
F	Secretary	1.00	1.00	30,500
F	Senior Account Clerk	1.00	1.00	33,100
F	Storeskeeper	1.00	1.00	30,200
T	Air Conditioning Mechanic	0.37	0.37	58,500
T	Laborer	1.07	0.32	23,600
T	Storeskeeper	0.15	0.15	28,800
Total Division FTEs		29.59	29.59	

Admin Services

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## MUNICIPAL SERVICE CENTER DIVISION

The Municipal Service Center (MSC) Division is responsible for the annual bond repayment for the construction of the MSC complex, for the exterior maintenance of the individual buildings and grounds within the complex, and contract site security service. No staff is assigned to this division.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$747,000	\$1,291,200	\$1,513,800
Total FTEs	0.00	0.00	0.00

Admin Services

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

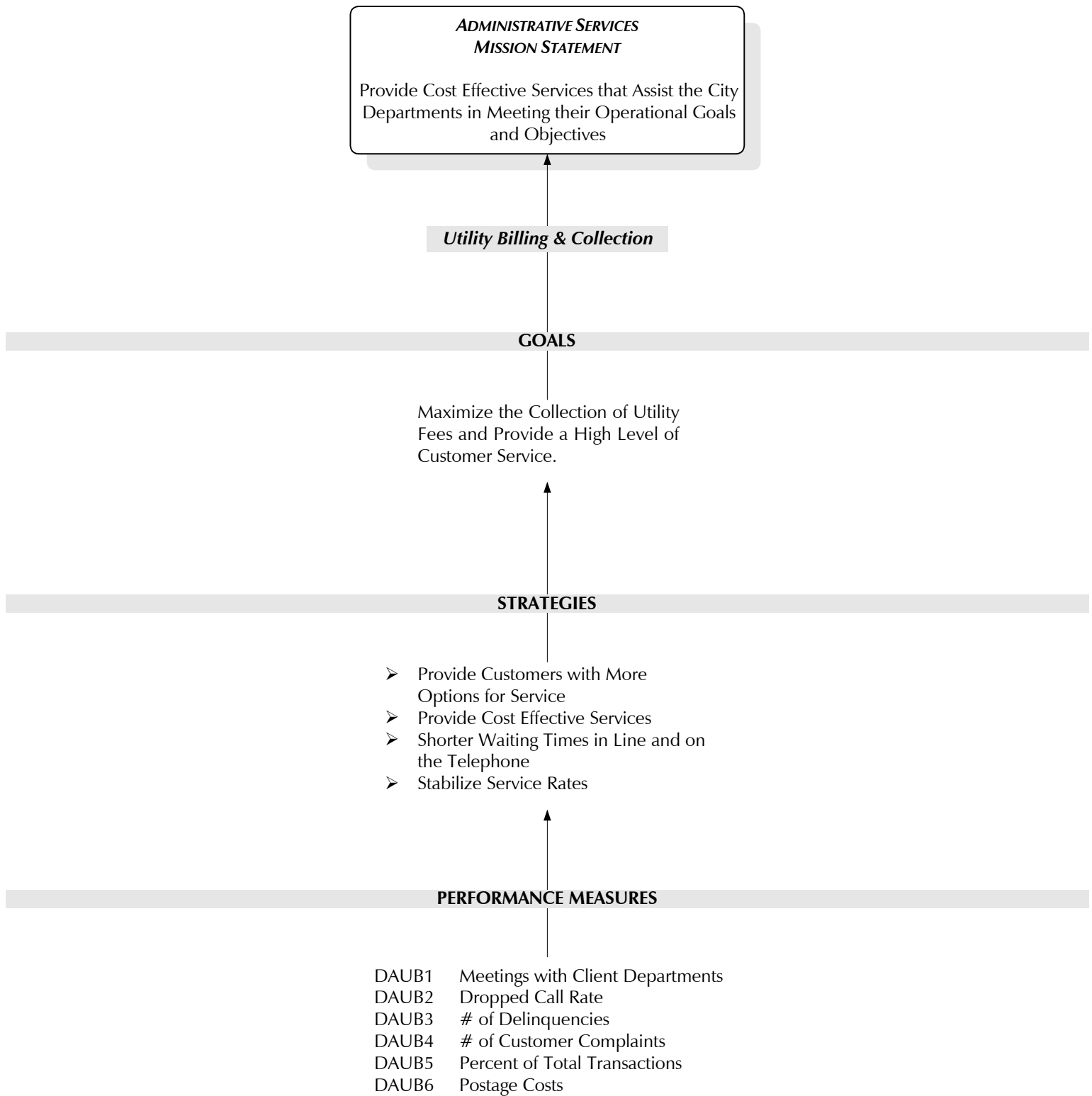
	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Complaints about facility appearance	n/a	12
Emergency repair costs	n/a	\$100,000
Security violations	n/a	12
Inspection performance	n/a	12

### Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Purchased Prof and Tech	\$ 53,600	\$ 127,000	\$ 60,000	
Purchased Property Services	300	6,000	6,000	
Other Objects	579,000	608,500	613,500	
Interdepartmental Charges	114,100	119,800	31,100	
Contingencies	0	429,900	803,200	
<b>Total Division Costs</b>	<b>\$ 747,000</b>	<b>\$ 1,291,200</b>	<b>\$ 1,513,800</b>	<b>17.2</b>

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## UTILITIES BILLING AND COLLECTION DIVISION

The Utilities Billing and Collection Division is committed to maximizing the collection of utility fee revenue in a manner that stresses the highest level of customer service available.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$3,740,600	\$4,411,700	\$4,453,300
Total FTEs	61.90	61.26	61.26

Admin Services

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Dropped call rate	3 percent	2.5 percent
Number of customer complaints	85.5	90
Percent of total transactions conducted at Satellite Center	33.8 percent	33 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Utilities Billing And Collection Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 2,226,100	\$ 2,297,200	\$ 2,359,100	
Purchased Prof and Tech	4,800	3,100	4,100	
Purchased Property Services	77,000	103,400	65,400	
Other Purchased Services	47,200	73,500	61,100	
Supplies	284,500	324,400	318,800	
Property	4,400	149,800	60,000	
Other Objects	4,600	7,500	5,800	
Interdepartmental Charges	1,092,000	1,403,800	1,060,800	
Contingencies	0	49,000	518,200	
<b>Total Division Costs</b>	<b>\$ 3,740,600</b>	<b>\$ 4,411,700</b>	<b>\$ 4,453,300</b>	<b>0.9</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

<b>Type</b>	<b>Job Title</b>	<b>FY 01 FTE</b>	<b>FY 02 FTE</b>	<b>Adopted Average</b>
F	Account Clerk II	1.00	1.00	\$ 30,100
F	Customer Services Clerk II	35.00	35.00	28,500
F	Dept Computer Specialist	1.00	1.00	36,400
F	Mail Operations Technician	1.00	1.00	30,500
F	Revenue Manager	1.00	1.00	71,900
F	Revenue Supervisor	3.00	3.00	48,400
F	Senior Administrative Clerk	1.00	1.00	30,500
F	Senior Customer Services Clerk	5.00	5.00	31,600
F	Staff Assistant	0.50	0.50	36,400
F	Utility Services Rep II	11.00	11.00	35,500
F	Utility Services Rep III	1.00	1.00	39,200



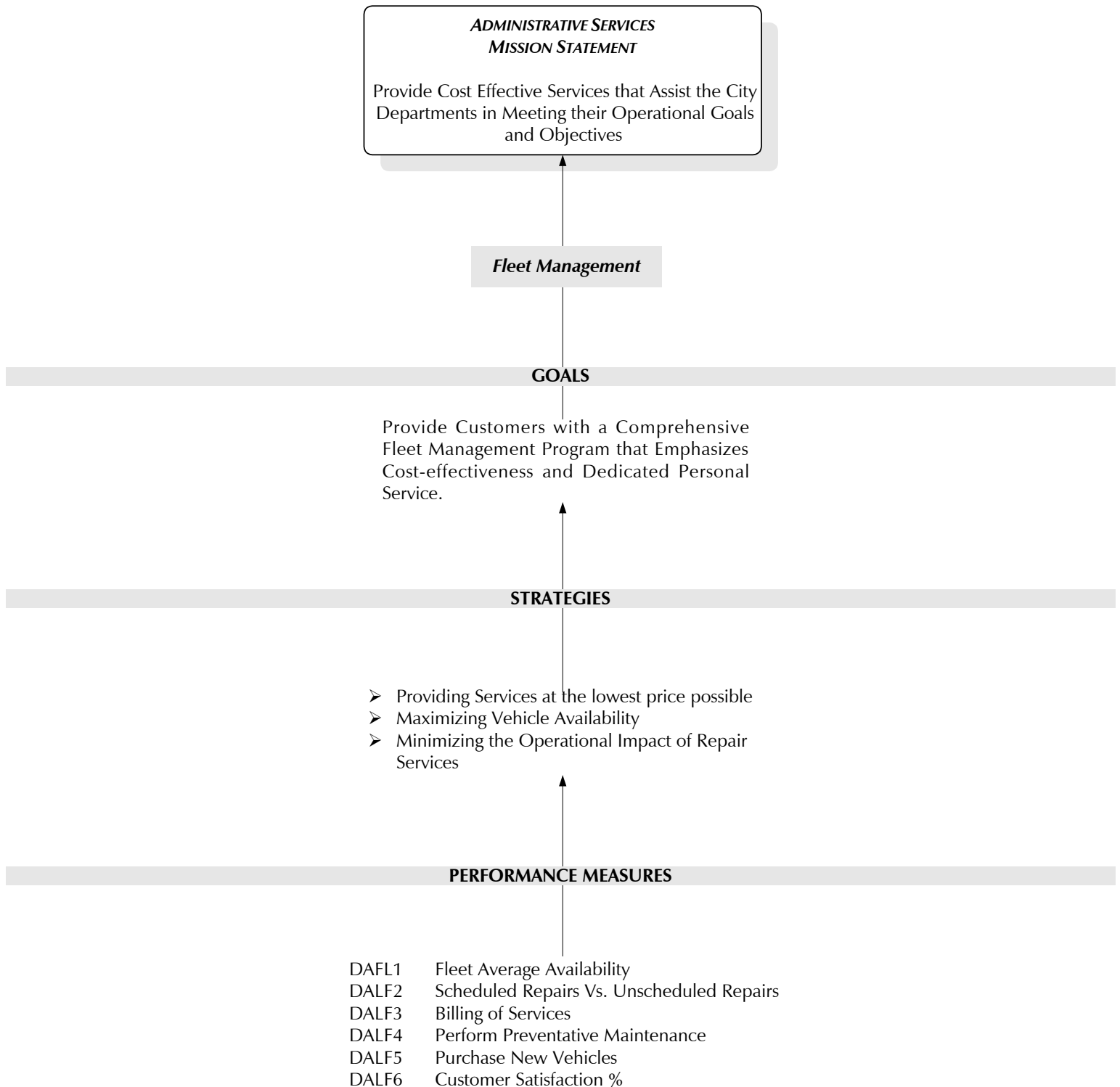
## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Utilities Billing and Collection Division Staffing and Costing (continued)

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
T	Administrative Clerk II	0.26	0.26	22,800
T	Customer Services Clerk I	0.25	0.25	22,400
T	Customer Services Clerk II	0.26	0.26	24,700
Total Division FTEs		61.26	61.26	

Admin Services

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## FLEET MANAGEMENT DIVISION

The Fleet Management Division is dedicated to providing its customers with a comprehensive fleet management program that responsively fulfills their vehicle and equipment needs through cost-effective and dedicated personal service.

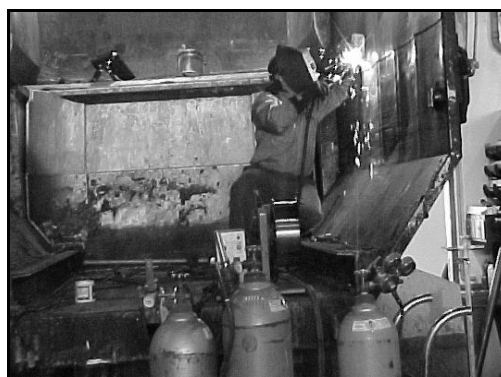
### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$11,279,700	\$13,830,100	\$14,668,200
Total FTEs	64.55	65.45	66.20

Admin Services



*Fleet staff outfitting a police vehicle*



*Fleet staff repairing a Solid Waste truck*

### Objective

< Maintain 95 percent fleet availability

### Items Adopted to Enhance/Maintain Objective

< Heavy Equipment Mechanic II position	\$ 60,000
< Heavy equipment service truck	97,700
< Upgrade to existing service truck	12,100
< Tools	30,600
< Computer system upgrades	45,100
< Facilities improvement projects	44,900

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Fleet average availability	96 percent	95 percent
Scheduled repairs vs. unscheduled repairs	75 percent	70 percent
Billing of services	25	30
Number of preventative maintenance functions performed	4,400	4,500
Customer satisfaction percentage	96 percent	90 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Fleet Management Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

The negative appropriations figure in the Interdepartmental Charges object is the result of ten percent of the organization unit's Non-Personnel appropriations being moved out of Interdepartmental Charges and into the "Budget Hold" contingency. Because ten percent of the entire Non-Personnel appropriations is a greater figure than the amount of the entire Interdepartmental Charges appropriations, the Interdepartmental Charges appropriations appear negative. This situation will be reversed during FY 02 when Council authorizes the movement of appropriations out of the "Budget Hold" contingency.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 3,402,300	\$ 3,593,400	\$ 3,489,900	
Purchased Prof and Tech	84,900	149,600	313,300	
Purchased Property Services	1,498,200	1,707,600	1,740,600	
Other Purchased Services	24,700	22,700	23,600	
Supplies	4,876,000	6,880,800	7,384,600	
Property	39,200	22,200	30,600	
Other Objects	319,400	281,200	281,200	
Interdepartmental Charges	1,035,000	859,900	(36,300)	
Contingencies	0	312,700	1,440,700	
<b>Total Division Costs</b>	<b>\$ 11,279,700</b>	<b>\$ 13,830,100</b>	<b>\$ 14,668,200</b>	<b>6.1</b>

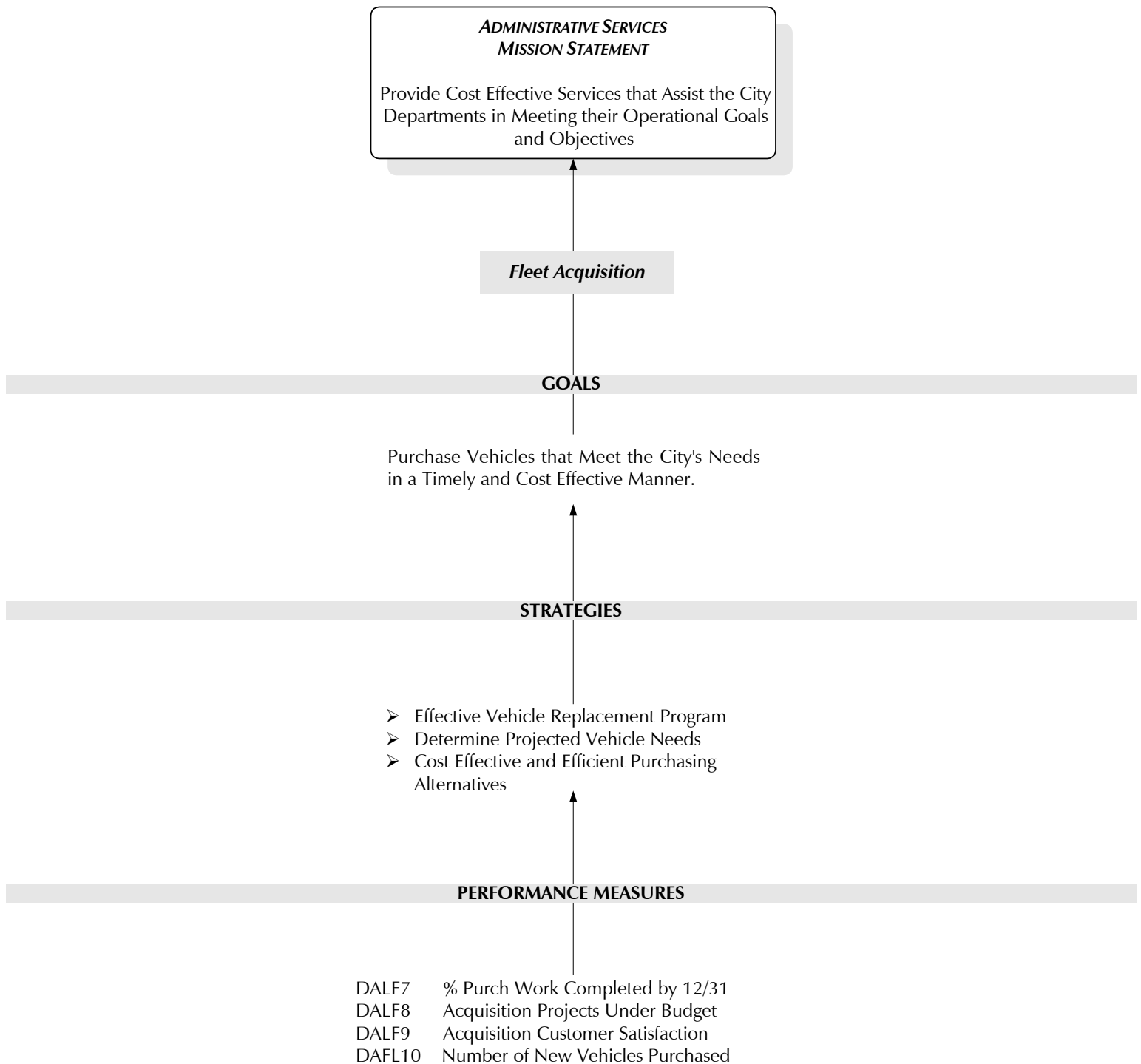
## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Fleet Management Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Administrative Clerk II	1.00	1.00	\$ 27,700
F	Automotive Painter	0.60	0.60	44,300
F	Automotive Parts Leadworker	1.00	1.00	38,200
F	Automotive Parts Specialist	2.90	2.90	34,600
F	Brake & Front End Specialist	0.90	0.90	48,900
F	Combination Welder II	2.70	2.70	42,300
F	Combination Welder Leadworker	0.90	0.90	46,500
F	Equipment Service Worker II	14.90	14.90	32,100
F	Equipment Supervisor	4.50	4.50	56,800
F	Fleet Admin Supervisor	0.30	0.30	64,200
F	Fleet Manager	0.70	0.70	84,300
F	Fleet Operations Specialist	0.30	0.30	33,100
F	Heavy Equip Mechanic Leadworker	2.95	2.95	48,900
F	Heavy Equipment Mechanic II	12.75	13.50	42,500
F	Light Equip Mechanic Leadworker	2.90	2.90	48,200
F	Light Equipment Mechanic II	11.55	11.55	44,100
F	Senior Account Clerk	0.00	2.00	31,600
F	Senior Secretary	0.70	0.70	37,100
F	Tire Maintenance & Repair Technician	0.90	0.90	35,700
F	Tire Maintenance Worker	1.00	1.00	28,300
Total Division FTEs		65.45	66.20	

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## FLEET EQUIPMENT ACQUISITION DIVISION

Through the Fleet Equipment Acquisition Division, the Fleet Management Division will purchase vehicles that meet the needs of City departments in a timely and cost effective manner.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$9,899,300	\$7,333,300	\$7,965,000
Total FTEs	4.45	4.55	4.55

Admin Services

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	FY 01 Estimates	FY 02 Adopted
New vehicles purchased	177	112
Percent of purchasing work completed by 12/31	81 percent	65 percent
Acquisition projects under budget	n/a	90 percent
Customer satisfaction	n/a	90 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Fleet Equipment Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

The negative appropriations figure in the Interdepartmental Charges object is the result of ten percent of the organization unit's Non-Personnel appropriations being moved out of Interdepartmental Charges and into the "Budget Hold" contingency. Because ten percent of the entire Non-Personnel appropriations is a greater figure than the amount of the entire Interdepartmental Charges appropriations, the Interdepartmental Charges appropriations appear negative. This situation will be reversed during FY 02 when Council authorizes the movement of appropriations out of the "Budget Hold" contingency.

<b>Expenditure Category</b>	<b>FY 00 Actuals</b>	<b>FY 01 Amended</b>	<b>FY 02 Adopted</b>	<b>Percent Change</b>
Employee Services	\$ 269,200	\$ 299,900	\$ 298,700	
Purchased Prof and Tech	200	100	100	
Purchased Property Services	300	26,800	26,800	
Other Purchased Services	1,400	3,400	3,500	
Supplies	6,900	59,400	59,400	
Property	9,428,200	6,651,400	7,284,500	
Other Objects	0	500	500	
Interdepartmental Charges	193,100	291,800	(335,400)	
Contingencies	0	0	626,900	
<b>Total Division Costs</b>	<b>\$ 9,899,300</b>	<b>\$ 7,333,300</b>	<b>\$ 7,965,000</b>	<b>8.6</b>

The appropriations for this division include \$331,600 for the lease purchase of 40 fully equipped Police Patrol sedans, 49 Kenwood dual band radios, and 12 MDS computer systems.



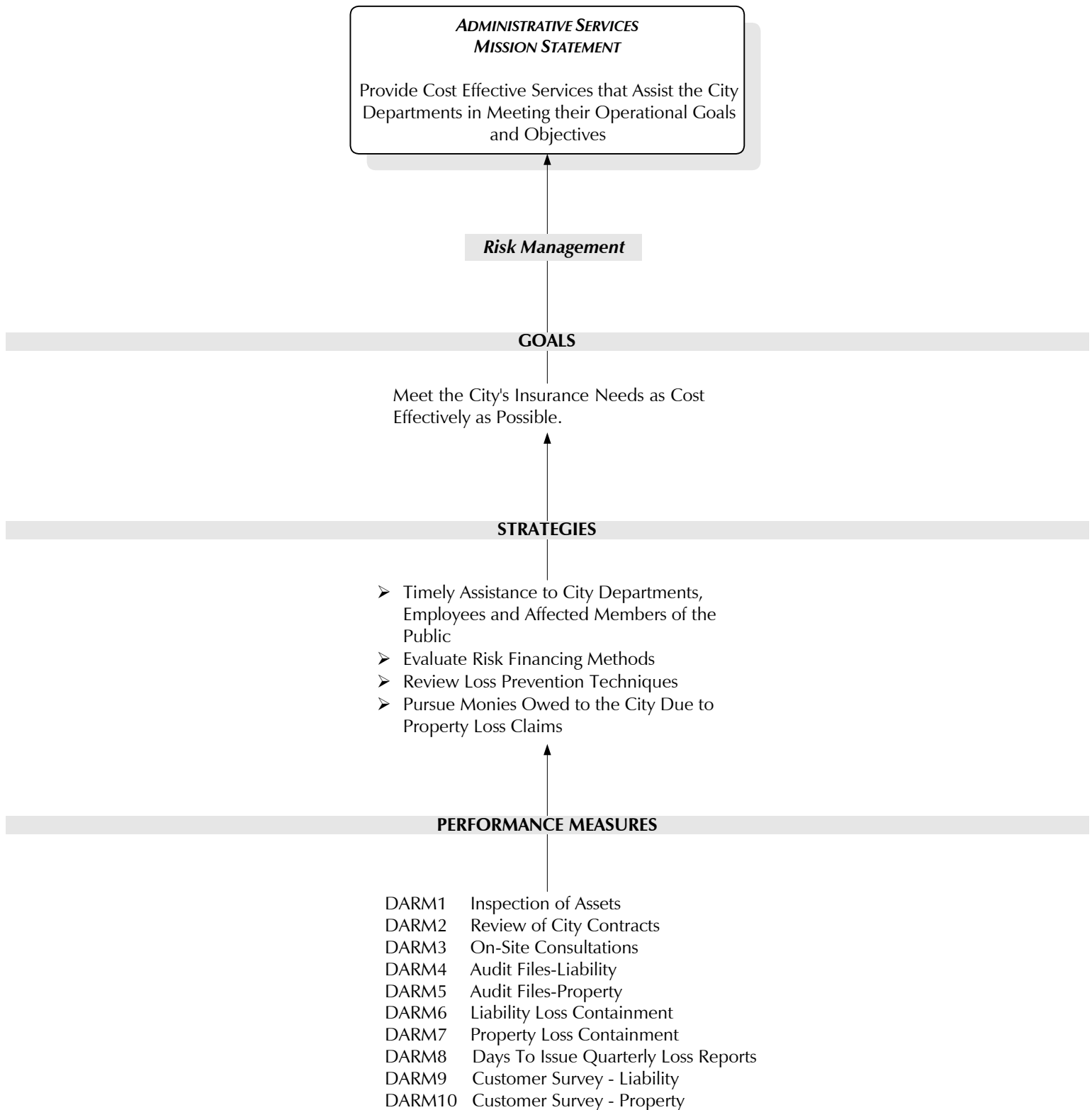
## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Fleet Equipment Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Automotive Painter	0.40	0.40	\$ 44,300
F	Automotive Parts Specialist	0.10	0.10	34,600
F	Brake & Front End Specialist	0.10	0.10	48,900
F	Combination Welder II	0.30	0.30	42,300
F	Combination Welder Leadworker	0.10	0.10	46,500
F	Equipment Service Worker II	0.10	0.10	31,500
F	Equipment Supervisor	0.50	0.50	53,300
F	Fleet Administration Supervisor	0.70	0.70	64,200
F	Fleet Manager	0.30	0.30	84,300
F	Fleet Operations Specialist	0.70	0.70	33,100
F	Heavy Equipment Mechanic Leadworker	0.05	0.05	48,900
F	Heavy Equipment Mechanic II	0.25	0.25	44,300
F	Light Equipment Mechanic Leadworker	0.10	0.10	46,500
F	Light Equipment Mechanic II	0.45	0.45	44,300
F	Secretary	0.30	0.30	37,100
F	Tire Maintenance & Repair Technician	0.10	0.10	35,700
Total Division FTEs		4.55	4.55	

# DEPARTMENT OF ADMINISTRATIVE SERVICES



# DEPARTMENT OF ADMINISTRATIVE SERVICES

## RISK MANAGEMENT DIVISION

The Risk Management Division will meet the City's insurance needs as cost effectively as possible through comprehensive and timely assistance to City departments, employees, and affected members of the public in the areas of claims management, loss control, and mandated program compliance.

### Division Appropriation and Position Summary

	<u>FY 00 Actuals</u>	<u>FY 01 Amended</u>	<u>FY 02 Adopted</u>
Operating	\$5,080,300	\$11,508,400	\$12,039,700
Total FTEs	9.05	9.05	9.05

Admin Services

### Objective

< Have liability losses no greater than \$1,600,000 and property losses no greater than \$830,000

### Items Adopted to Enhance/Maintain Objective

< Insurance premiums \$ 230,500

### Performance Measures

Performance measures tied to the objectives and other significant service level estimates for FY 01 and Adopted for FY 02 are presented in the following table.

	<u>FY 01 Estimates</u>	<u>FY 02 Adopted</u>
Liability loss costs	\$2,100,000	\$1,600,000
Property loss costs	\$850,000	\$830,000
Number of asset inspections	15	15
Number of on-site consultations	12	12
Customer satisfaction rate - Liability	n/a	40 percent

## DEPARTMENT OF ADMINISTRATIVE SERVICES

### Risk Management Division Appropriations

Council approved the creation of "Budget Hold" contingencies as part of the Adopted budget. Ten percent of an organizational unit's appropriations were reclassified from the Personnel and Non-Personnel object levels into Contingency. It is anticipated that the appropriations will be reclassified back into the Personnel and Non-Personnel object levels upon Council direction, subsequent to further review and evaluation of anticipated revenues to be collected.

Expenditure Category	FY 00 Actuals	FY 01 Amended	FY 02 Adopted	Percent Change
Employee Services	\$ 460,500	\$ 479,600	\$ 456,600	
Purchased Prof and Tech	1,459,100	1,122,300	927,000	
Purchased Property Services	1,200	2,000	2,000	
Other Purchased Services	545,800	525,800	637,400	
Supplies	2,100	4,400	4,400	
Property	600	600	0	
Other Objects	1,688,700	2,660,500	2,432,600	
Interdepartmental Charges	922,300	1,207,400	786,800	
Contingencies	0	5,505,800	6,792,900	
<b>Total Division Costs</b>	<b>\$ 5,080,300</b>	<b>\$ 11,508,400</b>	<b>\$ 12,039,700</b>	<b>4.6</b>

### Division Staffing and Costing

The table shows the FY 02 Full-Time Equivalent (FTE) authorized permanent and temporary positions for the division. For most divisions, the employee services expenditure category will not match this total. The reason is that this report shows a list and the cost of the permanent and temporary positions in this division; it does not include costs for overtime, premium pay, contract extra help, etc., which are included in the employee services total for each division. The "Adopted Average" column reflects the average cost per Adopted FTE position(s) as budgeted. The Type column indicates "F" for Full-time, "P" for Part-time, "I" for Intermittent, and "T" for Temporary.

Type	Job Title	FY 01 FTE	FY 02 FTE	Adopted Average
F	Account Clerk II	1.00	1.00	\$ 26,000
F	Administrative Clerk II	1.00	1.00	25,100
F	Claims Specialist	1.00	1.00	37,000
F	Risk Analyst	2.00	2.00	55,400
F	Risk/Safety Manager	0.75	0.75	74,400
F	Senior Administrative Clerk	1.00	1.00	29,100
F	Senior Secretary	1.00	1.00	32,100
F	Senior HR/Risk Analyst	1.30	1.30	59,200
<b>Total Division FTEs</b>		<b>9.05</b>	<b>9.05</b>	